



Complete Summary

TITLE

Chemotherapy orders: percentage of healthcare professionals who affirm that in their unit or area orders relating to chemotherapy are never given verbally.

SOURCE(S)

Ministry of Health. Safe practices indicators project: background, summary of methods and measurement strategies. Madrid: Ministry of Health; 2009 Feb 20. 97 p.

Measure Domain

PRIMARY MEASURE DOMAIN

Process

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

This measure is used to determine the percentage of healthcare professionals who affirm that in their unit or area orders relating to chemotherapy are never given verbally.

The following survey question may be added to the "Safety Culture" survey instrument:

- "If you handle chemotherapy treatment, orders relating to chemotherapy are issued verbally. (Answer only if you handle chemotherapy treatment in your area)."

Possible answer: never / almost never / sometimes / almost always / always

RATIONALE

Safe and effective healthcare delivery depends to a large extent on accurate and timely communication among care-givers. The need for clear, unambiguous communication of orders cannot be overstated; a lapse in communication at any step can result in an error that can cause serious illness or injury, long-term disability or death.

Main aim of indicator: to increase patient safety by never giving orders relating to chemotherapy verbally. This rate should increase over time.

PRIMARY CLINICAL COMPONENT

Verbal orders; chemotherapy orders

DENOMINATOR DESCRIPTION

Total number of healthcare workers responding to the following item in the "Safety Culture" survey:

- "If you handle chemotherapy treatment, orders relating to chemotherapy are issued verbally. (Answer only if you handle chemotherapy treatment in your area)."

Possible answer: never / almost never / sometimes / almost always / always

NUMERATOR DESCRIPTION

Respondents indicating "never" x 100

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- A clinical practice guideline or other peer-reviewed synthesis of the clinical evidence
- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Overall poor quality for the performance measured
Variation in quality for the performance measured

EVIDENCE SUPPORTING NEED FOR THE MEASURE

Ministerio de Sanidad y Consumo. Indicadores de buenas practicas sobre seguridad del paciente. Resultados de su medicion en una muestra de hospitales del sistema nacional de salud Español. Madrid: Ministerio de Sanidad y Consumo; 2008. 95 p.

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Internal quality improvement

Application of Measure in its Current Use

CARE SETTING

Hospitals

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Advanced Practice Nurses
Nurses
Pharmacists
Physicians

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

TARGET POPULATION AGE

Unspecified

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

39.3 percent \pm 4.1 (95 percent CI) of healthcare professionals affirm that in their unit or area orders relating to chemotherapy are never given verbally.

EVIDENCE FOR INCIDENCE/PREVALENCE

Ministerio de Sanidad y Consumo. Indicadores de buenas practicas sobre seguridad del paciente. Resultados de su medicion en una muestra de hospitales del sistema nacional de salud Español. Madrid: Ministerio de Sanidad y Consumo; 2008. 95 p.

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Getting Better
Living with Illness

IOM DOMAIN

Effectiveness
Safety

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

Total number of healthcare workers responding to the following item in the "Safety Culture" survey:

- "If you handle chemotherapy treatment, orders relating to chemotherapy are issued verbally. (Answer only if you handle chemotherapy treatment in your area)."

Possible answer: never / almost never / sometimes / almost always / always

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Total number of healthcare workers responding to the following item in the "Safety Culture" survey:

- "If you handle chemotherapy treatment, orders relating to chemotherapy are issued verbally. (Answer only if you handle chemotherapy treatment in your area)."

Possible answer: never / almost never / sometimes / almost always / always

Exclusions

None

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Therapeutic Intervention

DENOMINATOR TIME WINDOW

Time window is a single point in time

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

Respondents indicating "never" x 100

Exclusions

None

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Encounter or point in time

DATA SOURCE

Clinician survey

LEVEL OF DETERMINATION OF QUALITY

Individual Case

PRE-EXISTING INSTRUMENT USED

"Safety Culture" survey instrument

Computation of the Measure

SCORING

Rate

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Unspecified

STANDARD OF COMPARISON

Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

After pilot testing, the set of indicators has been measured in a random sample of 25 Spanish hospitals, stratified by hospital size. The main objective has been to field test the feasibility of measurement in the various settings representing real life situations in the context of the Spanish Health Care System.

Both the whole indicators validation report and the results of the baseline measurement in a sample of the Spanish National Health Service (NHS) hospitals

may be accessed and downloaded from the Spanish Ministry of Health web page (in Spanish):

- [Validation report](#)
- [Results of baseline measurement in Spanish NHS hospitals](#)

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Ministerio de Sanidad y Consumo. Construcción y validación de indicadores de buenas prácticas sobre seguridad del paciente. Madrid: Ministerio de Sanidad y Consumo; 2008. 178 p.

Ministerio de Sanidad y Consumo. Indicadores de buenas prácticas sobre seguridad del paciente. Resultados de su medición en una muestra de hospitales del sistema nacional de salud Español. Madrid: Ministerio de Sanidad y Consumo; 2008. 95 p.

Ministry of Health. Safe practices indicators project: background, summary of methods and measurement strategies. Madrid: Ministry of Health; 2009 Feb 20. 97 p.

Identifying Information

ORIGINAL TITLE

Percentage of healthcare professionals who affirm that in their unit or area orders relating to chemotherapy are never given verbally.

MEASURE COLLECTION

[Safe Practices Indicators Project](#)

MEASURE SET NAME

[Facilitating Information Transfer and Clear Communication](#)

MEASURE SUBSET NAME

[Verbal Orders](#)

SUBMITTER

Spanish Agency for Healthcare Quality of the Spanish Ministry of Health

DEVELOPER

Grupo de Investigación sobre Gestión de la Calidad en Servicios de Salud, University of Murcia, under contract to the Spanish Ministry of Health

FUNDING SOURCE(S)

Agency for Quality, Spanish Ministry of Health

COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE

Saturno, Pedro J., MD, DrPH; Group Director and Project PI

Castillo, Carmen; López, M. José; Ramón, Teresa; Nurses

Carrillo, Andrés, MD; Intensive Care Specialist

Iranzo, M. Dolores; Hospital pharmacist

Soria, Victor, MD; Surgeon

Parra, Pedro, MD; Gomis, Rafael, MD; Gascón, Juan J., MD; Quality Management Specialists

FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST

Project entirely financed by the Spanish Ministry of Health.

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2009 Feb

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

Ministry of Health. Safe practices indicators project: background, summary of methods and measurement strategies. Madrid: Ministry of Health; 2009 Feb 20. 97 p.

MEASURE AVAILABILITY

The individual measure, "Percentage of Healthcare Professionals Who Affirm that in Their Unit or Area Orders Relating to Chemotherapy are Never Given Verbally," is published in "Safe Practices Indicators Project: Background, Summary of Methods and Measurement Strategies."

For more information, contact:

- Ministry of Health and Social Policy, Paseo del Prado, 18-20, planta baja, esquina con Lope de Vega. 28014 Madrid; Phone: +34 901 400 100; Fax: +34 915 96 44 80; Web site: www.msc.es/en/home.htm.
OR
- Pedro J. Saturno, Facultad de Medicina, Universidad de Murcia, 30100 Espinardo-Murcia (Spain); Phone: 868 883 948; Fax: +34 868 883947; E-mail: psaturno@um.es; Web site: <http://www.calidadsalud.com>.

COMPANION DOCUMENTS

The following are available:

- Ministerio de Sanidad y Consumo. Construcción y validación de indicadores de buenas prácticas sobre seguridad del paciente. Madrid: Ministerio de Sanidad y Consumo; 2008. 178 p. This document is available in Portable Document Format (PDF) from the [Ministry of Health and Social Policy Web site](http://www.msc.es/en/home.htm) (in Spanish).
- Ministerio de Sanidad y Consumo. Indicadores de buenas prácticas sobre seguridad del paciente. Resultados de su medición en una muestra de hospitales del sistema nacional de salud Español. Madrid: Ministerio de Sanidad y Consumo; 2008. 95 p. This document is available in PDF from the [Ministry of Health and Social Policy Web site](http://www.msc.es/en/home.htm) (in Spanish).

NQMC STATUS

This NQMC summary was completed by ECRI Institute on August 21, 2009. The information was verified by the measure developer on October 16, 2009.

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